



2143

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Examiner: Jeffrey C. Pwu

Takeshi ISHIZAKI

Appl. No.: 09/841,710

Art Unit: 2143

Filed: April 24, 2001

Title: INTEGRATED SERVICE MANAGEMENT SYSTEM

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT PURSUANT TO
37 C.F.R. §§1.97-1.98 WITH FEE**

09/27/2005 LWONDIM1 00000022 09841710

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In accordance with the duty of disclosure under 37 CFR §1.56 and pursuant to 37 CFR §§1.97-1.98, the U.S. Patent and Trademark Office is hereby notified of the references listed on the enclosed Form PTO/SB/08A (2 pages). Pursuant to the USPTO's waiver of the requirements under 37 CFR 1.98(a)(2)(i), U.S. patents and U.S. patent application publications cited in this form are not being submitted with this Information Disclosure Statement.

The present Information Disclosure Statement is being submitted after receiving the first office action but before an action closing prosecution on the merits. Accordingly, please charge Deposit Account No. 05-0150 in the amount of \$180.00 as specified in 37 CFR §1.97(c) and 37 CFR §1.17(p).

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicant reserves the right to dispute any of the listed documents as prior art during examination. Furthermore, Applicant does not waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present

application. The submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made or that no other material information may exist.


The Examiner is requested to initial the enclosed Form PTO/SB/08A and return a copy thereof to the undersigned.

If for any reason an insufficient fee has been paid, please charge the insufficiency to Deposit Account No. 05-0150.

Date: September 23, 2005

Respectfully submitted,

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By 

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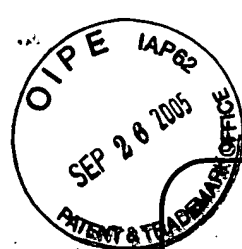
Date: September 23, 2005

By:



Daniela Fontana

PaloAlto/89291.1

**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/841,710	
	Filing Date	April 24, 2001	
	First Named Inventor	Takeshi ISHIZAKI	
	Art Unit	2143	
	Examiner Name	Jeffrey C. Pwu	
Total Number of Pages in This Submission		Attorney Docket Number	36992.00077

ENCLOSURES (check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input checked="" type="checkbox"/> Return Postcard	<input checked="" type="checkbox"/> PTO SB/08a	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment / Response	<input type="checkbox"/> PTO SB/08b	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> Amendment After Final	<input type="checkbox"/> Issue Fee Transmittal (PTO-85b)	<input type="checkbox"/> Status Request
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm	Squire, Sanders & Dempsey L.L.P. 600 Hansen Way, Palo Alto, CA 94304-1043		
Signature			
Printed Name	Marc A. Sockol		
Date	September 23, 2005	Reg. No.	40,823

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Sheet 2 of 2

Complete if Known

Application Number	09/841,710
Filing Date	April 24, 2001
First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Jeffrey C. Pwu
Attorney Docket Number	36692.00077

NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	D.	PHILIP J. CHEA, Office Action Summary, May 5, 2005, 11 pages, U.S. Patent Application Number 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	
	E	PHILIP J. CHEA, Office Action Summary, December 21, 2004, 5 pages, U.S. Patent Application Number 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	

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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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